

OFFICE OF INFORMATION MANAGEMENT, HR-4 ACTION PLAN for 1998

The Office of Information Management works in partnership with DOE management to provide advice and assistance to help ensure information technology and resources are acquired and implemented in accordance with legislative and Departmental policy. In addition, this Office provides desktop computing support, televideo, telephone, and facsimile services. The Departmental information framework supports business decision making; information sharing; and a basic structure for organizing information, applications, organizational and technological components; and their interrelationships.

HR CORPORATE GOAL A: We will create and maintain efficient corporate management systems that assist the Department of Energy in the accomplishment of its mission.

Commitment	Strategies	Metrics	Progress Reporting	Linkages	Responsible Org/Person
Improve cooperation and collaboration within the information management community to cost-effectively meet the information management needs of DOE.	Utilize the Capital Planning Information Technology Investment Board and operationalize the requirements of the Clinger-Cohen Act of 1996.	ECIM serves as Capital Planning Information Technology Investment Board. Select module of IT Investment Portfolio System (I-TIPS) has been developed.	Capital Planning Information Technology Investment Board established October 1997. Quarterly reports.	DOE/SP, IMSP, SAP98	Gary Crowl, HR-42 6-2233
	Implement a 5-year information management plan and produce annual operational plans as part of the Departments budget process.	Publish annual operation plans.	DOE Information Management Strategic Plan (IMSP), published Sep. 1997, serves as 5-year plan. Operation Plan published January 1998.	DOE/SP SAP98	Gary Crowl, HR-42 6-2233
	Implement a Department-wide information architecture with supporting standards to foster \$100 million in cost avoidance over the next 5 years.	Publish Information Architecture, Vol. IV, "Vision" and "Information Technology Standards Program" documents by third Quarter FY 1998. Publication of the Information Architecture Volume IV, "Vision Architecture" by third Quarter FY 1998 will provide future vision for Departmental Information Architecture.	Complete. DOE Profile of Standards was published and distributed in December 1997. Cost-avoidances will be tracked as part of the (SAI) savings commitment. Publication of the Information Architecture Volume IV, "Vision Architecture" will complete the initial phase of the Department-wide information architecture program.	DOE/SP	Dave Berkau, HR-43, 6-7756

	Reengineer information management business processes.	Conduct Strategic Information Management (SIM) analyses for corporate systems and develop related Business Plans.	SIM analyses are to begin for the Business Management Information System and Enterprise Network Infrastructure during FY 1998.	HR&A/SP	Dave Berkau, HR-43, 6-7756
	Facilitate Department-wide implementation of Year 2000 century date change for mission-critical computer systems.	Meet 100% of milestones established by CIO for Year 2000 compliance of mission-critical systems by March 1999.	Completed an accelerated plan for all mission-critical systems by Jan. 16, 1998, to achieve Year 2000 compliance by March 1999. ----- Provided Quarterly Progress Report on Year 2000 to OMB on February 13, 1998. ----- Provide bimonthly reports to the Office of the Deputy Secretary on the current status of Year 2000 progress.	SAP98	Bill Sylvester, HR-44 6-6500
	Guide information management activities using the Corporate Information Management Guidance Process.	Increase number of sites adopting corporate guidance items annually. Facilitate Corporate Guidance Group (CGG) 4 times annually (Jan., Apr., Jul., Oct.). Publish revised Corporate Guidance document by December 1998.	Report annually. Assessment of current guidance and process complete April 27, 1998.	IMSP	Gary Crowl, HR-42 6-2233
	Meet SAI Goals for IM savings.	Achieve annual information management savings through FY2000 in support of the 5-year Strategic alignment goal of \$245 Million (\$61 million in FY 1998).	Assessment of current guidance and process completed 4-27-98. Publish by target date. Report annually.	DOE/SP HR&A/SP	Mary Ann Wallace, HR-41, 6-1216
Increase reliance on Paperless Directives System.	Enhance functionality and utilization of Paperless Directive System via EXPLORER.	Increase number of DOE organizations that rely on Paperless Directives system to 80% by October 1998 and 90% by October 1999.	Report annually.	HR&A/SP	Mary Ann Wallace, HR-41, 6-1216
	Complete links to regulations and technical standards.	Complete hot links to Web based regulations and standards by end of 2nd quarter FY 1998.	Links from Explorer to Technical Standards and CFR Websites completed, 1st Quarter, FY 1998.	HR&A/S	Mary Ann Wallace, HR-41, 6-1216

HR CORPORATE GOAL B: We will provide best-value products and services to our customers.

Commitment	Strategies	Metrics	Progress Reporting	Linkages	Responsible Org/Person
Improve customer accessibility to information through Information Management Initiatives.	Establish a Configuration Management Board and the process to define standards to access and share information across the Department by January 1998.	Establish a Configuration Management Board by January 1998.	Exhibit and report. At January 1998 meeting of IMC, proposal for IMC to become the Configuration Management Board.	IMSP,	Bill Sylvester, HR-44 6-6500
	Publish agreed-upon DOE standards to access and share information by January 1999.	Publish Profile of Adopted Standards by January 1998	Completed. Information Architecture Profile of Adopted Standards published in December 1997.	IMSP	Dave Berkau, HR-43, 6-7756
	Provide the necessary infrastructure by December 1999 to allow staff the capability of accessing and sharing information easily and seamlessly across the DOE complex.	Migrate 100% of DOE community to DOE standards for accessing and sharing information within 5 years of issuing the standards document.	On-going. Departmental Information Architecture Review Board (DIARB) to be established will review and report annually.	DOE/SP	Dave Berkau, HR-43, 6-7756
	Promulgate standards to access and share information easily and seamlessly across the DOE complex.	Increase annually the number of sites adopting standards.	Annually.	DOE/SP	Bill Sylvester, HR-44 6-6500

HR CORPORATE GOAL C: We will be recognized by our customers as being a “Quality” organization by emphasizing customer satisfaction, employee satisfaction, and improved partnerships

Commitment	Strategies	Metrics	Progress Reporting	Linkages	Responsible Person
Become a recognized leader in Quality Management (QM) principles.	<p>Use MB criteria as a roadmap to success.</p> <p>Use EQA to track progress and measure improvements.</p> <p>Identify improvement initiatives annually based on EQA feedback reports and/or self assessments.</p> <p>Implement and enhance systems that effectively disseminate quality related information throughout the Department.</p>	<p>Improve MB self-assessment or EQA scores.</p> <p>Implement all MBC teams recommendations within HR-4.</p> <p>Increase positive responses by 5% to questions on employee survey concerning HR leadership using QM principles.</p> <p>Increase number of team awards recognizing quality efforts .</p> <p>Support the efforts of the Quality Office.</p>	<p>Active participation on MBC teams and EQA writing team.</p> <p>Annual report on EQA update</p> <p>Management Employee Team develops action plan to address employees concerns. Report results and develop follow-on action</p> <p>Measure amount of awards presented annually.</p> <p>Support is provided on an annual basis.</p>	HR&A/SP	Mary Ann Wallace, HR-41, 6-1216
Continue to meet and/or exceed customer needs and expectations.	<p>Conduct annual customer satisfaction surveys.</p> <p>Develop action plan to address survey results.</p> <p>Improve customer satisfaction.</p>	<p>Review results of HR Customer Survey.</p> <p>Identify and address root causes of problems with external “outreach” communications.</p> <p>Increase customer satisfaction levels by 5% per year over previous year survey results for overall HR and key products and services.</p>	<p>Information from HR feedback boxes.</p> <p>Update status monthly on Service Enhancement Plans.</p> <p>HR annual customer satisfaction survey results.</p>	HR&A/SP	Mary Ann Wallace, HR-41, 6-1216

Increase customers' trust in the information management process.	Improve annually the quality and volume of information on DOE's World Wide Web site.	Annually measure user-interest in DOE's World Wide Web by the numbers of home page visits.	Report annually. A DOE Home Page Action Team has been established and a self-assessment process is being developed for Departmental home pages, to be used in conjunction with the draft Departmental Services on the World Wide Web: A Managers Guide for Standards and Practices.	DOE/SP, SAP98	Dave Berkau, HR-43 6-7756
	Utilize the Corporate Information Systems Working Group.	Assist Corporate Information Systems Champions in implementing their systems across DOE by inclusion of representative customers.	Meet monthly with corporate system project managers and customers to resolve common problems, i.e.: -Develop criteria for physical location of Corporate Information Systems. Report accomplishments annually (FY) Develop criteria for physical location of Corporate Information Systems.	IMSP	Gary Crawl, HR-42 6-2233
		Increase corporate system partnering initiatives implementation by 20% between 1999 and 2002.	Report annually on increased number of integrated process teams addressing new or expanded corporate initiatives (Corporate Information Systems Working Group)	IMSP	Gary Crawl, HR-42 6-2233
		Show at least a 5% improvement in level of customer satisfaction each year for 5 years.	HR annual customer satisfaction survey results.	HR&A/SP	Gary Crawl, HR-42 6-2233

HR CORPORATE GOAL D: We will enhance the effectiveness, well-being, and satisfaction of HR employees

Commitment	Strategies	Metrics	Progress Reporting	Linkages	Responsible Person
Align workforce with organizational goals, commitments, and priorities	<p>Develop, assess, and implement a unified approach to fill organizational skill gaps that involves training, reassignments, promotions, hiring, reengineering processes, and/or redesigning jobs.</p> <p>Conduct benchmarking/ comparison of skills assessment methods, develop guidance by July 1998, and provide ongoing assistance and guidance to HR organizations.</p>	<p>Increase by 5% each year employee satisfaction with job structure and self-directed responsibilities.</p> <p>Increase by 5% each year customer satisfaction with timeliness and quality of products/services.</p>	<p>Identification of critical hires based on skill gaps and report annually (fiscal year).</p> <p>Develop matrix of existing skills by CIO function to identify shortages and report annually (fiscal year).</p>	HR&A/SP	Mary Ann Wallace, HR-41, 6-1216
Model a learning organization.	<p>Capture individual learning needs in new or revised IDPs that reflect organizational skills assessments and individual preferences and evaluate effectiveness of IDPs each year.</p> <p>Develop annual HR training plan and evaluate plan implementation.</p> <p>Employ a variety of individual learning strategies including job rotations, special assignments, mentoring, learning teams, and self-development.</p>	<p>100% of employees have new or revised IDPs in place each year.</p> <p>Effectiveness of IDPs increases each year, based on employee satisfaction survey results.</p> <p>Top 2 to 5 organizational training priorities identified in the annual training plans are met each calendar year.</p> <p>Plan and implement one new organizational learning strategy each year by each organization and evaluate for effectiveness.</p>	<p>Update IDPs annually. Encourage employees to follow and maintain their IDP.</p> <p>Participate in the annual measuring of effectiveness (MCB #5)</p> <p>Participate in developing annual HR training plan and evaluation of implementation.</p> <p>Participate in planning and implementation of new learning strategy. Evaluate effectiveness annually.</p>	HR&A/SP	Mary Ann Wallace, HR-41, 6-1216
Establish a consistent and reliable system to support and monitor levels of employee well-being and satisfaction.	<p>Develop an effective communications program.</p> <p>Review and report indicators of employee well being and satisfaction annually.</p> <p>Conduct annual employee culture survey and prepare action plan to address the top 2-3 areas of employee concerns.</p>	<p>Increase of 5% in employee satisfaction rate with communication of information.</p> <p>Track data trends of employee well-being and satisfaction annually.</p> <p>Address top 2- 3 areas of employee concerns; show improvement from previous.</p>	<p>Formally cascade policy through all-hands meetings and group meetings including Feds and contractors.</p> <p>Report annually and conduct informal midyear survey to determine employee well-being and satisfaction.</p> <p>Management Employee Team develops action plan to address employees concerns. Report results and develop follow-on action annually.</p>	HR&A/SP	Mary Ann Wallace, HR-41, 6-1216